

## HumanaVitality FAQ's

*This guide details the basics about the online health and wellness portal that is a part of the Invest In Your Health Wellness program.*

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### Additional Help Resources:

**HV Community Website:** HumanaVitality has a website specifically dedicated to frequently asked questions about the program, including how to submit information, syncing devices and much more! Check it out at <https://community.humanavitality.com/welcome>

**HumanaVitality Customer Care Team:** 1-800-708-1105. Below is a list of items that the HumanaVitality Customer Care Team is able to assist you with:

Program eligibility	Vitality Status, Points, Bucks	Activity status
Program overview	Partnered Health Clubs	Compatible Devices
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## Program components & Eligibility

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### What is HumanaVitality?

This is a wellness program offered at no additional cost to you that helps you understand the status of your health and adopt a healthier lifestyle. It encourages you to take steps to improve your health by helping you set and achieve your goals such as, eating better and increasing your physical activity. By participating in health-related activities that can be tracked and measured, such as taking wellness classes, exercising and getting regular medical check-ups and screenings, members earn Vitality Points which are used to determine their Vitality Status. Members also earn a Vitality Buck for every Vitality Point earned, which they can redeem for products, services and discounts. HumanaVitality is available to employees (and their covered dependents) enrolled in a medical plan offered through the State Personnel Department.

### How do I access HumanaVitality?

You can access HumanaVitality at <https://our.humana.com/investinyourhealth/> or by searching for the HumanaVitality mobile app in your mobile device app store.

### Can my spouse and/or family participate?

Yes, we encourage your spouse and covered dependents to all participate in the program! Everyone helps the account holder earn Silver Status within HumanaVitality to qualify for the Wellness CDHP Upgrade. This is a great way to get to Silver Status faster! Each dependent age of 18 and older will have a separate account that is linked to the account holder.

### How do I find out if I'm eligible to join HumanaVitality?

HumanaVitality is available to employees (and their covered dependents) enrolled in a medical plan offered through the State Personnel Department and does not apply to conservation officers, excise officers or Indiana State Police plan participants. Eligible employees will receive a HumanaVitality identification card in the mail with additional information for logging in. If you have misplaced or not yet received your identification card, you can log in at <https://our.humana.com/investinyourhealth/> using your social security number, birthday and zip code.

### How do I activate my HumanaVitality membership?

Activating your membership is simple. Once you receive your Humana ID card in the mail, visit <https://our.humana.com/investinyourhealth/> to register. You must have your Humana ID number or provide your birthdate and social security number. Upon registration, you will be prompted to complete the HumanaVitality Health Assessment the first time you log into your account. Complete the Health Assessment and you're ready to begin!



**Are there other ways to engage in HumanaVitality if a medical condition or disability prohibits me from participating in certain activities or achieving recommended goals in the program?**

If it is unreasonably difficult due to a medical condition for you to achieve the standards for the rewards under the HumanaVitality program, or if it is medically inadvisable for you to attempt to achieve the standards for the rewards under this program, please call Humana's Customer Care team at 1-800-708-1105 and they will work with you to develop another way to qualify for the reward.

**I am having trouble logging in. Who do I contact?**

Contact the Humana Customer Care team at 1-800-708-1105. Or visit HumanaVitality's FAQ page to read through a few common issues with logging on: <https://community.humanavitality.com/welcome>

**What is a Vitality Status?**

Your Vitality Status is based upon the number of points you and your covered dependents earn for completing goals and activities. The Vitality Status applies to your entire family enrolled in the plan. The more Vitality Points you earn, the greater the Vitality Status you will achieve. There are five Vitality Status levels – Blue, Bronze, Silver, Gold and Platinum. You begin at Blue Status and once you complete your Health Assessment you move to Bronze.

**What is the benefit of improving my Vitality Status?**

The benefits under HumanaVitality increase with each status level. As you achieve higher status levels you receive perks such as higher discounts in the HumanaVitality Mall. To qualify for the Wellness CDHP Upgrade for 2016, you must attain Silver Status in Humana Vitality by August 31, 2016.

**Are there different types of Status?**

Please be aware that there are two different status levels within HumanaVitality. Your Earned Status is the Status you have earned in the current program year. The Reward Status is the status level used in determining the discount percentage for HumanaVitality Mall purchases. For example, if you ended 2015 with Silver Status, your reward status will remain at Silver while your earned status will revert back to Blue Status. Be mindful of your earned status since this what determines your eligibility for the 2017 Wellness CDHP. To check your status levels within HumanaVitality simply log into your account, Scroll over "Get Healthy" and click on "Achievement Dashboard".

**How is my Vitality Age calculated?**

The Health Assessment asks you questions about your current daily routines. Once you complete it, your answers determine your Vitality Age.



**My Vitality Age will not drop every time I achieve a goal or complete an activity, correct?**

Correct. Although your Vitality Age is constantly recalculating as new health information is received, you may not see a change immediately when you reach a goal. Don't worry as little improvements can lead to changes in Vitality Age over time.

**I sent HumanaVitality an e-mail through the website but I have not received a reply. Why is that?**

We advise that members call the customer care number. Your e-mail is sent to an open inbox that all HumanaVitality members send to as well. Since there are millions of users, the inbox is constantly in flux in regards to response time. We apologize for this delay but ask you to please contact the HumanaVitality Customer Care team at **1-800-708-1105** to get the answer to your question. That is the quickest option, considering we have a designated customer care team for the State of Indiana.

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## Vitality Points

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**What are Vitality Points?**

Vitality Points are earned by completing goals and activities, and are used to measure your participation in HumanaVitality.

**How do I earn Vitality Points?**

Vitality Points are earned by completing goals and activities. Examples of HumanaVitality® goals and activities include reaching or maintaining a healthy weight, exercising regularly, educating yourself about certain medical conditions or risks, and making smart lifestyle choices such as staying or becoming tobacco-free. To learn more about activities that can earn Vitality Points, go to the [Earning Points](#) page.

**How many Vitality Points can I earn per plan year?**

There is no limit to the number of Vitality Points that you can earn during a plan year.

**What is the difference between Vitality Points and Vitality Bucks?**

Vitality Points are earned when completing a goal or activity. You are awarded one Vitality Buck for each Vitality Point earned. You spend Vitality Bucks in the HumanaVitality Mall on exciting rewards.



**I just completed an activity. I don't see any Vitality Points. Why not?**

It may take up to **45 days** after your activities are completed for points to be awarded and display on the website.

**Do Vitality Points expire at any time throughout the year?**

The more Vitality Points you earn, the higher your Vitality Status will reach. You can maintain that status level for the remainder of the current plan year and the following plan year, as long as you complete the Health Assessment again. After that, you need to start earning points again to qualify for your Vitality Status.

**Do my Vitality Points empty at the end of the HumanaVitality calendar year?**

10% of your earned Vitality Points carry over from the previous plan year as long as you end the HumanaVitality plan year in Bronze Vitality Status™ or higher and stay enrolled in the same plan and/or sponsor's plan. Since each Vitality Point is worth one Vitality Buck, the equivalent number of Vitality Bucks will be awarded for the next year and will carry over, along with all of your other unspent Vitality Bucks earned within the last three (3) years.

## Ways to Earn Points

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**How can I earn Vitality Points?**

All HumanaVitality members can complete over 30 activities to earn Vitality Points in addition to their recommended goals. If applicable, children under 18 can help the family earn up to 1,000 Vitality Points per child per year for various activities.

- [Download this flyer](#) for list of ways to earn points

**What type of wellness goals will HumanaVitality help me set?**

HumanaVitality can help you create and achieve an array of important goals such as reaching and maintaining a healthy weight, quitting smoking, exercising regularly, getting your cholesterol or blood pressure measured, and more. You'll see that little changes in your day-to-day life can add up to huge rewards.

**Do fitness trackers interact with HumanaVitality?**

Yes, certain fitness trackers interact with HumanaVitality. You must sync your device to your account in order to earn points. View [this chart](#) for information on what type of information is collected from each device. Or log you into your [HumanaVitality account](#) and use the following path: Get Healthy> Health and Well-Being> Fitness and Exercise> Fitness Devices. If you still encounter issues, please contact the Humana Customer Care team at 1-800-708-1105.



### **How do I connect a fitness device to my HumanaVitality account?**

Log you into your [HumanaVitality account](#) and use the following path: Get Healthy> Health and Well-Being> Fitness and Exercise> Fitness Devices for steps on how to complete this process.

### **Is it possible to achieve Silver Status without using a fitness device or having a gym membership?**

Yes, there are a variety of ways to earn Vitality Points in the HumanaVitality program. Completing goals, calculators, courses, campaigns and participating in challenges are a few of these alternative options. Each person/family's path to Silver Status is unique to them. For assistance with finding out how to earn Vitality Points, visit the HumanaVitality Community page: <https://community.humanavitality.com/welcome>

### **Is Health Coaching available through HumanaVitality?**

Yes, log into HumanaVitality and click on the "Health Coaching" Link under the Get Healthy tab.

### **I'm having difficulty understanding how to earn points. Where can I turn to for help?**

For assistance with finding out how you can earn points, visit the HumanaVitality Community page: <https://community.humanavitality.com/welcome>. If you still are encountering issues, contact the HumanaVitality customer care team at 1-800-708-1105.

### **How do I self-submit proof for various activities I complete?**

Here are the steps to self-submit proof of these activities:

1. Log onto your HumanaVitality account: <https://our.humana.com/investinyourhealth/>
2. Scroll over "Earn Rewards" at the top
3. Click on "HumanaVitality forms"
4. Click on desired activity (Ex. Prevention Activity, Sports League, etc.)
5. Scroll down to the bottom of the next page and answer the "Submission for," "Activity type," "Activity date," and "Proof" boxes.
  - **You must submit the form within 90 days of service or final day of activity**
  - Depending on the activity you are submitting, can help you decide what proof you can submit. For prevention activities such as dental exams and vision exams, you can submit an explanation of benefits or a visit summary that you may have received the day of your exam. For sports leagues, you can submit your team's schedule or a registration form.
  - To upload a document as proof, make sure to save the document on your computer. Then, simply click on "Choose file" under the "Proof" section, and your documents will pop open on your



desktop. This process is just like attaching a document to an e-mail. Next, select the document you just saved or wish to submit. When the correct document is attached, click on "Submit."

- This process awards members their points within 5-7 business days.

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## Health Assessment

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### **What is the HumanaVitality Health Assessment?**

The Health Assessment is an online questionnaire that can help you evaluate how healthy you are now, determine future health risks, and help you decide where and how to make improvements. Based on your answers, Humana will calculate your Vitality Age and give you access to your health results.

### **Why should I complete the Health Assessment?**

To take advantage of all that HumanaVitality offers, you will need to complete your Health Assessment. Taking the Health Assessment activates your HumanaVitality membership. In addition, you will earn Vitality Points for completing the Health Assessment. Once you complete the Health Assessment, your Vitality Status will move from Blue to Bronze. You will then be able to begin spending your Vitality Bucks in the HumanaVitality Mall.

### **Is the information I provide to HumanaVitality secure?**

Data collected by HumanaVitality is strictly protected by state and federal privacy laws.

### **How long does the Health Assessment take to complete?**

The Health Assessment is web-based and takes about 15-20 minutes to complete if done in one session. It is also broken into segments that can be completed in about five (5) minutes per segment. You can also complete this on the mobile app.

### **What if I don't have my lab results yet to enter into the Health Assessment?**

All you need to get started in the Health Assessment is your height and weight. You can update the report once you have your Vitality Check results.

### **Can I complete the Health Assessment on my mobile phone?**

Yes. Download the free HumanaVitality app from either the iPhone or Android Stores and log in with your registered username and password.



## How does the Vitality Check work in conjunction with the HumanaVitality® Health Assessment?

You might not know the answers to every health assessment question, so having a Vitality Check will provide us with your body measurements and blood test results. Your Vitality Check and HumanaVitality Health Assessment results are summarized in your Personal Health Report that provides the current state of your health.

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## Vitality Check

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### What is a Vitality Check?

A Vitality Check is a biometric screening that gives you a better understanding of your health by measuring your blood glucose (sugar), blood pressure, Body Mass Index (BMI) and cholesterol. It provides an assessment of an individual's basic health status and offers valuable insight into possible health risks. This screening is typical during a yearly exam with your doctor.

### Why should I have a Vitality Check?

Living a long and healthy life is nothing to take for granted. National research shows that many Americans are unaware of their health status. When individuals reported their level of risk for certain types of disease—like hypertension and diabetes—only 11% believed they were at risk. But after a health screening, nearly 45% learned they were at risk. Knowing a few simple numbers that represent your disease risk is the first step toward living a longer, healthier life.

### Where can I schedule my Vitality Check?

Visit the Vitality Check page on HumanaVitality for more information on scheduling your Vitality Check.

Vitality Check screenings are available at:

- State-sponsored work location events (not all work locations). Check [InvestInYourHealthIndiana.com](https://InvestInYourHealthIndiana.com) for schedule information.
- Select Walgreens Pharmacies or Healthcare Clinics.
- The Little Clinics (within select Kroger's).
- Your physician's office.

### How much does the Vitality Check cost at State-sponsored events?

At the State-sponsored Vitality Check screening events, there is no charge to employees with a medical plan provided by the State Personnel Department or their covered dependents over the age of 18.



### **Can my spouse/dependent attend the Vitality Check State-sponsored events?**

Most free Vitality Check screening events are open to State medical plan subscribers and their covered dependents over the age of 18. Some events are open only to employees due to security concerns. Sites will be classified as “Open” or “Closed” on the event schedule.

### **Where can I find the Vitality Check event schedule?**

Vitality Check screening events are currently being scheduled and will be announced when they are finalized. Expect these to be scheduled between March to July. More information can be found on our website:

[www.investinyourhealthindiana.com/upgrade/vitality-checks/](http://www.investinyourhealthindiana.com/upgrade/vitality-checks/).

### **Why is my office not having a Vitality Check state-sponsored event?**

We are trying to reach the greatest number of employees, while also representing most agencies and geographical areas. If a Vitality Check event is not scheduled for your office, you may visit one of the open events in your area or visit your doctor, the Little Clinic (select Kroger locations), select Walgreens Pharmacies or Healthcare Clinics or Concentra Medical Centers to complete your Vitality Check. For more information about this process, see the following questions.

### **What if I can't attend a Vitality Check state-sponsored screening event?**

If you are unable to attend a screening event, there are five different types of locations where you can get a Vitality Check: your doctor, the Little Clinic (select Kroger locations), or select Walgreens Healthcare Clinics.

### **Can I do my Vitality Check on work time at a state-sponsored screening event?**

If a Vitality Check event is occurring at your location, it can be scheduled during work time. You must receive supervisor approval to attend. You are allowed up to 30 minutes paid time to complete the test. Any additional time incurred is your responsibility. Supervisors are encouraged to accommodate these requests when possible.

### **Where is the Vitality Check form to take to my doctor?**

The Vitality Check Form is available in your HumanaVitality account, under the “Forms” page. It is also linked on Resources page on the [Invest In Your Health website](http://www.investinyourhealthindiana.com).

### **What if the doctor charges me to complete the Vitality Check form?**

If your physician charges to complete the form, you can either pay the fee; visit one of HumanaVitality partnered clinics, or attend one of the onsite screenings held at a State facility. HSA funds cannot be used to cover the cost of the form being completed by the physician.



**What if I have already been to my doctor this year?**

If you have completed biometric testing (height, weight, waist circumference and blood test including; total cholesterol, BMI, HDL, LDL, triglycerides, fasting blood glucose) at your doctor's office within the last 90 days, you may provide your doctor with the Vitality Check form to complete and send to HumanaVitality. The Vitality Check Form must be submitted to HumanaVitality within 90 days of the testing.

**Should I keep a copy of the Vitality Check completed form?**

Yes! To ensure you receive your Vitality Points for a completed Vitality Check, ask for a copy of the completed form. Therefore, if your doctor or partnered clinic does not submit the form in a timely fashion, you can then log into your HumanaVitality account and self-submit the information instead.

**If I attend a state-sponsored Vitality Check screening at a state location, do I need to submit any form to HumanaVitality?**

No. The state has arranged for the company completing the Vitality Checks to submit your results directly to HumanaVitality and not shared with the State. It can take up to 45 days for your points to be reflected in your account.

**How do I submit the Vitality Check form?**

Follow the self-submission steps. Log into your account, and from the dashboard hover over "Get Healthy" and click "Vitality Check."

**What happens if my Vitality Check and/or nicotine test results were in-range one plan year and out of range the next plan year?**

If you received in-range test results in one plan year, but your results are out of range during the next plan year, you will still receive Vitality Points for Prevention and in-range Healthy Living as if you had your Vitality Check and/or nicotine test in the next plan year. Vitality Points for in-range results (excluding BMI) carry over for one plan year. BMI must be checked annually.

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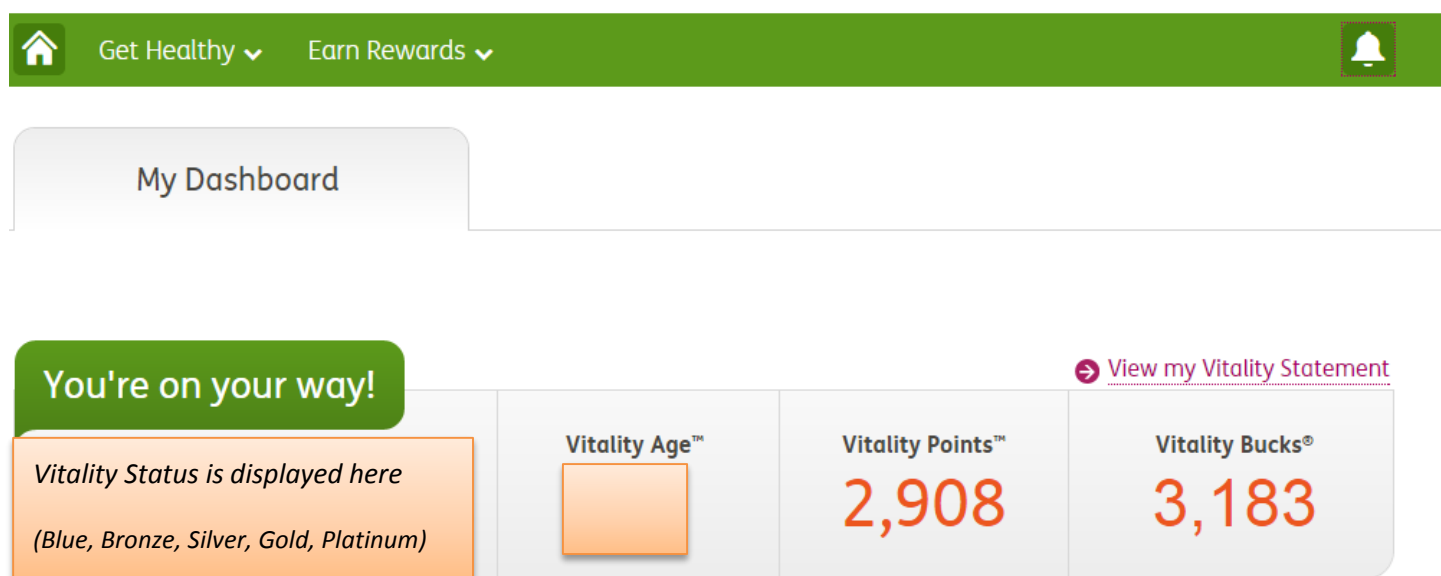
## Rewards

### How do I earn Vitality Points?

Vitality Points are earned by completing goals and activities. Examples of HumanaVitality® goals and activities include reaching or maintaining a healthy weight, exercising regularly, educating yourself about certain medical conditions or risks, and making smart lifestyle choices such as staying or becoming tobacco-free. To learn more about activities that can earn Vitality Points, go to the Earning Points page

### How do I keep track of my Vitality Points?

You can keep track of your points from the HumanaVitality Dashboard. Once you log in, you will see this:



### What's the difference between Vitality Bucks and Vitality Points?

You earn Vitality Points by reaching various goals and doing certain activities like completing the Health Assessment, reaching a healthy weight, and exercising regularly. Each Vitality Point earns you one Vitality Buck. Accumulate those Vitality Bucks and then you can spend them in the Vitality Mall.

### What types of perks can I get with my Vitality Bucks?

Use your Vitality Bucks at the Vitality Mall for rewards like movie tickets, name-brand electronics, hotel stays, travel gift cards, jewelry, and more.

### **What is the HumanaVitality Mall?**

The HumanaVitality Mall is where you redeem your Vitality Bucks for exciting items like gift card, fitness devices and even iPads.

### **Do my Vitality Bucks expire at the end of the plan year?**

Your unspent Vitality Bucks carry over year-to-year, but you must redeem them within 3 plan years. Your Vitality Bucks expire if you are no longer covered by your plan, or if you end the plan year in Blue Vitality Status.

### **How many Vitality Bucks can I be awarded per year?**

The maximum Vitality Bucks that you can earn per plan year is 18,000 per adult. At the end of the plan year, you carry over your Vitality Status<sup>®</sup> earned and any unspent Vitality Bucks.

### **If I spend my Vitality Bucks do I lose my Vitality Points?**

No, when you spend your Vitality Bucks it does not reduce your Vitality Points.

### **Why is my Vitality Bucks purchase being taxed?**

In accordance with IRS Publication 15-B, Vitality Bucks purchases in the Vitality Mall are considered taxable fringe benefits that are included on the employee's W-2 and subject to Federal tax withholdings, as well as Social Security and Medicare taxes.

After you redeem your reward from the Humana Vitality Mall, the retail/taxable value of that reward is added to a subsequent paycheck as additional gross income. **Payroll will withhold the appropriate amount of tax for that reward corresponding with your personal tax elections, which will result in a net reduction in your pay.**

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## **Changing HumanaVitality Contact information**

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### **Can I change the address Humana sends emails to?**

After logging into HumanaVitality click on the "Account & Settings" link in the upper right corner. In the "Your Account" section, select the "Edit" link next to "Email address". The e-mail address you input is the primary means for HumanaVitality to contact you. You earn 50 easy vitality Points by inputting your e-mail address.

**How does Humana handle my personal information and protect my privacy?**

HumanaVitality privacy notices and policies are posted on your Account & Settings page. For more details about how Humana complies with federal and state laws that protect your privacy, visit the Privacy Policy section found by logging into [our.humana.com/investinyourhealth/](https://our.humana.com/investinyourhealth/) and clicking “Account & Settings” at the top of the screen.

**Where do I select how I want to receive communications from HumanaVitality?**

Go to the Account & Settings page. In the “Mobile alerts” section, select the “Edit your preferences” link.

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